DCS & Labelling Worldwide

M-84Pro Printer

Frequently Asked Questions

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1. General

What do I receive when I buy a SATO M-84PRo printer?

Along side your SATO M-84PRo printer you will receive a power cable, an operation manual, an empty core for carbon ribbon and lapping paper.

What options do I have?

A label dispenser, label cutter, calendar option, external label rewinder, unwinder, a smart keyboard, PCMCIA Flash Card memory expansion (16MB), S-RAM Card (4MB) and internal SIM Memory Card (4MB) are all available as options.

Do I receive a driver with my printer?

Yes, the Windows ™ driver is available for download on the Internet under:

http://www.sato-europe.com/service&support_folder/download_folder/drivers.html

What type of software do I need to buy for my printer?

In principle, because the printer comes with a Windows™ driver it can be used with any Windows™ application. However, only SATO software addresses all the functions of the printer, thus we recommend you work with Dynamic Publisher or Dynamic Aviator.

Which languages does my SATO printer support?

Display: The SATO printer display is available in English, German, French, Spanish, Italian and Portuguese.

Driver: The properties and settings in the printer driver are available in 9 European languages

Code Page: The middle European standard character map is available as well as Greek, Turkish, Cyrillic, east European and Hebrew.

Which interfaces can I use?

The M-84PRo can be connected using ECP Parallel (IEEE 1284 bi-directional), Centronics Parallel, RS232 Standard (max 19.200bps), RS232 High-speed (max 57.600bps), RS422/485, USB, (12Mbit/s), LAN (TCP/IP Protocol 10/100 Base T) or IBM Twinax/Coax., Wireless LAN

Can I work from my Windows ™ environment?

Yes A SATO printer can work from with any Windows ™ system, as long as the corresponding driver is used.

Can I work from my SAP ™ environment?

Yes. The SATO Dynamic Aviator software includes an option that makes it possible to export label data to SAP R/3 ™.

Can I work from AS400 ™?

The M-84PRo SATO printer can be switched over to non-standard protocol. Data from the AS400 ™ can then be sent to the printer via an IBM Twinax/Coax interface.

Can I print graphics?

Yes, graphics, which correspond to the printer driver can be printed from every Windows™ application. Using the SATO label-design software you can also print BMP, PCX, GIF, PUT, WMF and JPEG.

Can I store label formats or true type fonts and graphics in the M-84PRo?

Yes. A memory card option is available enabling the storage of label formats, true type fonts and graphics.

Can I print dates and times?

Yes. Dates and time fields can be printed out when the Real Time Clock (RTC) option is installed. The RTC option is controlled by programming the printer or by using the Dynamic range of software from SATO.

Can I connect weighing scales and print out the weight of my goods?

Yes, if you program electric industry scales to send a message to the printer, using the SATO programming language and also use a suitable interface.

How often should I clean my SATO M-84PRo?

SATO printers need very little maintenance other than the occasional clean. By using the SATO Thermal Printer Cleaning Kit, you will be ensuring the longevity of your M-84PRo printer.

What is a memory card?

A PCMCIA memory card saves information, which can later be used again. The battery back up means that information cannot be lost.

Why do I need a memory card?

The memory card enables True-Type™ fonts and graphics to be saved. Should the formats be of a large volume i.e. a large amount of data, the memory card can shorten the processing time. Moreover, the memory card can be used to increase the length of the label printed.

Can memory cards be used with the M-84PRo?

Yes. The printer memory can be expanded by 4MB using an internal SIM Card or external S-RAM Card and 16MB with a PCMCIA Flash card.

How do I put information on to the PCMCIA memory card?

In order to save information on to the memory card, the SATO Memory Card Manager can be used or the Dynamic Memory Card Compiler. It is also possible to put data on to the card via direct programming.

What is Flash Rom?

This is the internal printer memory that can be used to save memory in the same way that the memory card is used. The M-84PRo has a standard internal Flash Rom memory of 2MB

2. Set Up and Use

How do I connect my M-84PRo printer to my computer?

To connect the SATO printer M-84PRo to a PC or host, the following interfaces are available: ECP Parallel (IEEE 1284), Centronics Parallel, RS232 Standard, RS232 Highspeed, USB, (12Mbit/s), LAN (TCP/IP Protocol 10/100 Base T), IBM Twinax/Coax, RS422/485, Wireless LAN.

How do I load labels?

Open the door of the printer and open the print head. Place the label roll on to the spindle, following the diagram provided on the inside of the top cover. The labels should pass under the plastic guide, through the sensor and under the print head, feeding out the front of the printer. Position the Label Edge Guide towards the front of the printer until it barely touches the outside edge of the labels. Remember to close the print head firmly, before closing the door of the printer.

How do I load carbon ribbons?

Open the door of the printer and open the print head. Referring to the diagram, on the inside of the M-84PRo's cover, position the ribbon roll firmly on to the ribbon supply spindle and place the empty core on the ribbon take-up spindle. Tape the free end of the ribbon to the take-up core, so that it will catch when rotating in a clockwise direction.

How do I select the label sensing method?

The M-84PRo label sensing method is controlled by DIP switches. The DIP function chart has been positioned on the inside of the top cover. The printer however will be delivered set for label gap sensing (DSW2-2, DSW3-3 both in the OFF position). If you wish the sensor to read an I-Mark please refer to the DIP Switch function chart.

How do I adjust the print darkness?

There are 5 darkness settings. The highest numbers represent the darker settings and the current setting is indicated by an underline under one of the range settings. To view the settings you must go into the User mode by pressing the LINE key once and turning on the power. Keep pressing the LINE key until you hear a beep. Next,

press the FEED and LINE keys simultaneously to see "PRINT DARKNESS" on the display. To move the underline to the desired setting, press the LINE key. Once the correct setting is underlined press the FEED key to accept and advance to the next adjustment.

How do I change the print speed?

There are 5 print speed settings (for 203 dpi: from 50 up to 250 mm/sec, for 305 dpi: from 50 up to 200 mm/sec, for 609 dpi: from 50 up to 150 mm). To view print speed settings you must go into the User mode by pressing the LINE key once (the printer display shows OFFLINE). Next, press the FEED and LINE keys simultaneously to see "PRINT DARKNESS" on the display. Press FEED again to advance to the print speed setting. Now press the LINE key to move the underline to the desired setting. Press FEED to confirm it. (NOTE: This setting can be overwritten by software).

Does the M-84PRo have a last label repeat feature?

Yes. Press the feed button to print the last label. N.B. This function can also be disabled by the user.

How do I feed a blank label?

Press the FEED button while the printer is offline. If you have problems check that the print media has been loaded properly

How can I cancel my print job?

The current print job can be cancelled by using the display: set the printer offline and press the LINE and FEED buttons simultaneously. Next, press the FEED button until the display shows "cancel current print job". Use the LINE button to select YES or NO and FEED to clear.

A command to cancel the print job can also be sent to the driver via the software. Alternatively, switching the printer off and on again will also erase all current print jobs.

3. Troubleshooting

The display is blank. What is wrong?

- Check that the power switch is turned on.
- Check that all cable connections have been made properly.
- Check that the supply cable is not damaged.
- Make sure the fuse is O.K.

A label is fed but nothing is printed on it. What should I do?

- Confirm that the label is wide enough for the image being printed.
- If you are using direct thermal mode, make sure you have direct thermal labels installed.
- If you are using thermal transfer mode, check that the carbon ribbon is installed properly with the ink (dull side) coming into contact with the labels. Check that the print head is clean.
- Make sure that the carbon ribbon and label are compatible.
- Check to see if the pitch sensor is dirty or obstructed in some way.

I sent a print job but nothing has happened. What do I do?

Firstly confirm that the connections have all been made and that the interface has been connected to the correct port on the PC. Make sure the printer is on-line and check to see if there are any error messages in the display. Also make sure that you are sending the data to the correct printer. The printer listed in the Printer Set-Up window should be "M-84PRo".

The print is of poor quality or the barcodes are not readable. What do I do?

- Make sure the print media is loaded properly and that there is no side-to-side motion as the paper passes through the printer.
- Check that the software print settings are not set too dark /too light. Adjust the darkness settings or print speed, via the software, if necessary.
- Try different print media. Old or inferior quality material will degrade the print quality.

- Check for wrinkles on the carbon ribbon.
- Make sure the print head is clean.
- Unreadable barcodes can also occur if the barcode size is too big or too small. Confirm that they are within specifications.
- Confirm that the scanner is set up to read the barcode type printed.
- Make sure you are printing a standard barcode symbology and that the characters you are trying to encode are legitimate.
- Make sure that the label media and the carbon ribbon are compatible. Resin-based ribbons are not always compatible to rough low quality labels and wax- based ribbons do not always adhere well to some synthetic label material.

My M-84PRo does not feed out one label at a time but feeds 20 inches of blank labels instead. What is wrong?

It is possible that you have the wrong label sensing method switched on for the media you are using. Check the DIP switches against the DIP switch function guide on the inside of the top cover to see if you have selected the appropriate method for you paper.

If you are using the label gap method, check that the gap between the labels is 3mm or more, or, if using the I-mark method that the I-mark is bold and also 3mm or more Finally confirm that the label is passing through the sensor.

My printer will not go online. Why not?

Is the power LED illuminated? If not check the power supply and connections.

Also confirm that the print head has been closed properly.

My M-84PRo will not print but beeps. What's wrong?

The printer is trying to receive incorrect data. Make sure you are sending data in the correct format.

The LCD displays "SENSOR ERROR". How do I solve the problem?

Confirm that the sensing method selected, matches that of the media used and that the media has been routed under the sensor.

The M-84PRo should be delivered ready to detect a gap label (DSW-2-2=OFF). Make sure that the gap between labels is 3mm or more; otherwise it will not be detected. If using an l-mark sensing method (black bar between each label) DSW2 must be ON and the l-mark must be 3mm or more wide and bold.

The LCD displays "FRAMING ERROR". What should I do?

"Framing Error" appears on the LCD screen when the printer is unable to interpret the data sent. Confirm that the communication format between the printer and host are compatible.

The LCD displays "PAPER END". What's wrong?

Confirm that the labels are positioned correctly and held down by the Paper Edge Guide.

The LCD displays "RIBBON END". What should I do?

- Are you printing on to thermal paper, but have not changed the DSW2-1 to ON to configure the printer for direct thermal printing?
- Check that the ribbon is not sticking to the label. This can happen if the darkness setting is too high.
- Also confirm that the ribbon spindle is rotating freely on the spindle. If it is not an error message will appear.

How do I get rid of ribbon wrinkles?

Raise the print head and confirm that the ribbon cores are correctly positioned on the spindles. Turn the ribbon take-up knob clockwise, confirming the ribbon runs smoothly. If the ribbon binds, remove the ribbon cores and examine the spools, spool springs and gears for damage.